

In the Claims:

Please amend the claims as follows:

1. (currently amended) A method to carry out at least one of retrieving or accessing ~~retrieve and/or access~~ information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a one of said control ~~system~~ systems, the method comprising:

selecting one of said equipment, plant or process,

configuring a software entity recorded on a computer readable medium with an identity
of a the selected said equipment, plant or process, the software entity comprising links to
information regarding all equipment, plant, process monitored and controlled by the control
systems,

retrieving information associated with said selected equipment, plant or process by means
of with the configured software entity, the information comprising maintenance information,
technical information, and contact information for people knowledgeable about the selected
equipment, plant or process, and

presenting or displaying at least information about a new event or an alarm for said
selected device and/or the location of said equipment, plant or process about to a user, and
utilizing the information to address the new event or alarm.

2. (currently amended) The method according to claim 1, further comprising:

~~retrieving the information associated with said equipment, plant or process by means of the software entity, and~~

finding one or more internal users with technical information relevant to equipment, plant or process.

3. (previously amended) The method according to claim 2, further comprising:
assigning the new event or alarm for said equipment, plant or process to an internal user.

4. (previously amended) The method according to claim 2, further comprising:
retrieving an address for an external user or expert and presenting the address to the internal user.

5. (previously amended) The method according to claim 4, further comprising:
establishing contact between the external user or expert and the internal user.

6. (previously amended) The method according to claim 4, further comprising:
establishing a shared display or shared computer application contact between the external user or expert and the internal user.

7. (previously amended) The method according to claim 1, further comprising:
configuring a selected technical characteristic of the selected said equipment, plant or process with an indicator of a high, medium or low priority for returning the selected said equipment, plant or process to a normal state.

8. (previously amended) The method according to claim 1, further comprising:
configuring a technical information link of component of a said equipment, plant or process with an identity of a user with access to relevant technical information.

9. (previously amended) The method according to claim 8, further comprising:
configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the user profile.

10. (previously amended) The method according to claim 8, further comprising:
configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the user profile classified by any from the list of: responsibility, training, certified qualification, work experience.

11. (previously amended) The method according to claim 1, further comprising:
attaching a user observation to the retrieved information associated with said equipment, plant or process as any form the list of: a text message, a video clip, a photograph, sketch, sound recording.

12. (previously amended) The method according to claim 1, further comprising:
carrying out a repair, re-configure, re-programming or replacement of a faulty part of said equipment, plant or process based at least in part on technical information associated with said equipment, plant or process retrieved and/or presented by means of the software entity.

13. (currently amended) A computer program product for at least one of retrieving ~~and/or~~ or accessing information about an equipment, plant or process, comprising:

a computer readable medium; and

computer code means and/or software code portions recorded on the computer readable medium which when run on a computer or processor will make said computer or processor perform the steps of

selecting a equipment, plant or process,

configuring a software entity with an identity of a the selected ~~said~~ equipment, plant or process, the software entity comprising links to information regarding all equipment, plant, process monitored and controlled by control systems,

retrieving information associated with said selected equipment, plant or process ~~by means of~~ with the configured software entity, the information comprising maintenance information, technical information, and contact information for people knowledgeable about the selected equipment, plant or process, and

presenting or displaying at least information about a new event or an alarm for said selected device and/or the location of said equipment, plant or process ~~about~~ to a user, and utilizing the information to address the new event or alarm.

14. (cancelled)

15. (currently amended) A software architecture recorded on a computer readable medium for retrieving and accessing information about an equipment, plant or process in a

facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, said architecture comprising at least one public interface, that a software entity of said architecture comprises

means to configure an interface of a software entity representing characteristics of one or more components of said equipment, plant or process, and

means to select one of the equipment, plant or process,

means to access or retrieve an interface to access information about a known component in said equipment, plant or process, the information comprising maintenance information, technical information, and contact information for people knowledgeable about the selected equipment, plant or process,

a display for displaying at least information about a new event or an alarm for said selected device and/or the location of said equipment, plant or process about to a user, and

means for utilizing the information to address the new event or alarm.

16. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve a unique ID or address for a workstation or similar of a user with access to relevant technical information.

17. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for a local user with access to relevant technical

information.

18. (previously amended) The software architecture according to claim 15, further comprising:

means to retrieve an IP address for a remote or external user with access to relevant technical information.

19. (currently amended) A control system for a an equipment,s plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, the control system comprising:

one or more software entities for selecting one of equipment, plant or process, and retrieving and presenting to a user information associated with said equipment, plant or process, the software entities comprising links to information regarding all equipment, plant, process monitored and controlled by the control systems,

means for configuring the one or more software entities with an identity of the selected equipment, plant or process, the information comprising maintenance information, technical information, and contact information for people knowledgeable about the selected equipment, plant or process, and

means to assign a maintenance or other action as a response to a new alarm or event to a user.

20. (original) Use of a control system according to claim 19 for scheduling and

assigning a maintenance or other action as a response to an alarm or event in a plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control.

21. (new) The method according to claim 1, wherein the maintenance information comprises at least one of service history or service documentation.

22. (new) The method according to claim 1, wherein the information further comprises system data, user data, object data, technical information, specification, supplier information; a user knowledgeable about the selected equipment, plant, or process; a user responsible the selected equipment, plant, or process; users trained about the selected equipment, plant, or process; technical drawings of the selected equipment, plant, or process; contact information regarding users of the selected equipment, plant, or process; or safety information regarding the selected equipment, plant, or process.